

**FIFTH AMENDMENT  
to the  
CLEARINGHOUSE CONTRACT  
between  
THE KANSAS DEPARTMENT OF HEALTH AND ENVIRONMENT  
and  
POLICY STUDIES INC.  
Changes Related to Transition to new Agency and Reinstatement of Performance Expectations**

The above referenced agreement was entered into by and between the Kansas Health Policy Authority (hereinafter "KHPA") and Policy Studies Inc. (hereinafter "PSI") beginning June 1, 2009 (as amended, the "Contract"). Effective July 1, 2011 the KHPA was transferred to the Department of Health and Environment, hereinafter referred to as ("KDHE"), as The Division of Health Care Finance, hereinafter referred to as ("KDHE"), in accordance with Executive Reorganization Order No. 38, hereinafter referred to as "ERO No. 38," by Governor Sam Brownback on February 4, 2011.

The Parties hereto agree to amend the contract as follows:

**1. Changes related to transition to new agency:**

- a) Background: Due to the change in the Medicaid single state agency organization to KDHE, all printed materials and signage at the Clearinghouse (PSI) will need to be changed to reflect the new single state Medicaid agency.
- b) Costs: The total additional cost to PSI of changing logos and signage as result of the transition to KDHE is \$2,421.52.

The cost to change logos is \$821.52. This includes programming changes to the applications in the New Application Kits. As part of the transition, the logo will also be added to the new application.

The remaining signage costs for the double sided monument sign at the corner of J Street and 1 North at Forbes Field, the PSI parking lot signage, and PSI lobby signage is as follows:

- o Monument sign - \$900.
- o Parking lot signs - \$100.
- o Lobby signs - \$600.

Once the signage has been completed, approved by KDHE and installed, PSI will include the cost of the signage on their next monthly invoice for payment.

**2. Reinstatement of performance expectations:**

Amendment four to the contract suspended and modified some performance expectations until July 1, 2011 at which time the expectations would be reviewed to determine whether to continue the modifications, reinstate, or further modify the expectations. KDHE and PSI have reviewed those expectations and agreed to the following changes.

- a) Section 4.4.D.2(a)(2)(u) shall be modified as follows:

95% of all case maintenance actions that do not require the request of additional information shall be completed within 10 calendar days from the date of receipt/report.

- b) Section 4.4.D.2(b)(1)(b) shall be reinstated as follows:

99% of calls will be answered immediately by an individual or an electronic device without receiving a busy signal.

- c) Section 4.4.D.2(b)(1)(c) shall be modified as follows:

95% of all calls, whether incoming or outgoing, will be placed on hold for no more than one minute. Currently, the telecom system cannot report length of time calls are placed on hold, therefore this performance expectation will be reported by calculating the number of Quality Assurance reviews from Customer Service Representatives which do not contain an error of being placed on hold for longer than one minute.

- d) Section 4.4.D.2(b)(1)(d) shall be modified as follows:

90% of all calls answered will be resolved by the Contractor during the initial contact and 100% within 20 calendar days.

- e) Section 4.4.D.2(b)(1)(f) shall be modified as follows:

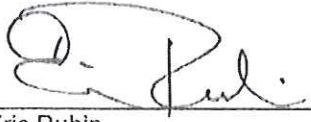
100% of calls left on voice mail during or after working hours will be retrieved and returned within three (3) working days. A returned call is defined as either a successful contact with the caller, a message left for the caller, or three documented attempts made at varying times of day.

3. Other:

All remaining terms and conditions of the above-referenced Contract (including any attachments and amendments thereto, and documents incorporated therein) shall remain in force and effect and binding on the parties hereto.

IN WITNESS WHEREOF PSI, KDHE, and the Director of Purchases, hereto affix their signatures to this Amendment. This Amendment shall be effective upon signature of all parties.


POLICY STUDIES INC.

 9/1/2011  
Eric Rubin Date  
Chief Operating Officer  
Policy Studies Inc.

KANSAS DEPARTMENT OF  
HEALTH AND ENVIRONMENT

 9/27/2011  
Robert Moser, M.D. Date  
Secretary

KANSAS DEPARTMENT OF  
ADMINISTRATION

 9/30/11  
Chris Howe, Director Date  
Division of Purchases